SFJFRSCO6
Manage fire and rescue information to support the needs of your community

Overview

This standard is about collecting information about your organisation and the community in which you work and providing information and advice to others.

This standard is recommended for control room staff.

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Performance criteria		**Gather information**
You must be able to:	P1	gather information relevant to fire and rescue control operations in line with your organisation's information requirements
	P2	take action to deal with issues when gathering information in line with your organisation's procedures
	P3	keep accurate records of information in line with your organisation's procedures
	P4	provide records to others in line with your organisation's communication and reporting methods

Provide information and advice

You must be able to	P5	use methods of communication in line with your organisation's guidance that are:
	P5.1	suitable for the information and advice you provide
	P5.2	appropriate to the needs and preferences of your audience
	P6	provide information and advice to others in line with your organisation's procedures
	P7	give information and advice to others about available resources in line with your organisation's procedures
	P8	provide evidence and rationale to support your advice when required to do so in line with your organisation's procedures
	P9	check that people you communicate with understand the information and advice you provide in line with your organisation's communication procedures

For the whole standard

You must be able to:	P10	provide information for confidentiality and data protection in line with your organisation's policies and procedures
	P11	access and use software, systems and tools required by your role in line with available guidance

Knowledge and understanding	**Health and Safety**

You need to know and understand:	K1	safe working practices of your organisation
	K2	hazards and risks of the workplace affecting people and the environment
	K3	how to use risk assessment information to make decisions
	K4	how to apply decisions based on the assessment of risk
	K5	your organisation's control measures to mitigate risk

Organisational

You need to know and understand:	K6	legislation, regulations and requirements that impact on your work
	K7	different sources of information and how to access them
	K8	how to interpret and provide relevant information, including feedback
	K9	your organisation's systems and tools and their uses
	K10	your organisation's requirements for record keeping, data protection and confidentiality
	K11	your organisation's objectives, systems of work, codes of conduct and working practices

Personal and Interpersonal

You need to know and understand:	K12	methods and techniques for communicating effectively with others
	K13	the importance of treating others with respect and consideration, taking account of, and accepting, diversity
	K14	different ways of sharing and presenting information and knowledge
	K15	lines and methods of communication and reporting in the workplace
	K16	roles, responsibilities and limits of authority of self, others and other agencies in the workplace
	K17	the importance of planning for contingencies and how to do so
	K18	how to solve problems and make decisions

Technical

You need to know and understand:	K19	different types and sources of information
	K20	how to interpret different types of information
	K21	what types of information can influence change and improvement in service delivery
	K22	how to present information in ways which influence change and improvement
	K23	the importance of keeping and providing accurate information
	K24	the importance of preserving evidence and how to do so
	K25	how to access and use relevant software, systems and tools
	K26	how to access information about resource availability
	K27	how to match resources to meet objectives
	K28	resources and support available and how to access them
	K29	information about relevant geographical areas of responsibility, including:

K29.1   people and communities

K29.2   risks and hazards

Additional information

<table>
<tr><td>**Scope/range**</td><td>**1**</td><td colspan="2">**Types of information**</td></tr>
<tr><td></td><td></td><td></td><td></td></tr>
<tr><td></td><td>1.1</td><td>spoken</td></tr>
<tr><td></td><td>1.2</td><td>written</td></tr>
<tr><td></td><td>1.3</td><td>graphical</td></tr>
<tr><td></td><td>1.4</td><td>qualitative</td></tr>
<tr><td></td><td>1.5</td><td>quantitative</td></tr>
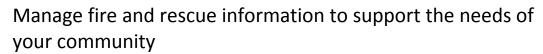</table>

2   Types of records

2.1   written
2.2   electronic
2.3   audio

3   Types of advice

3.1   provided internally to your organisation
3.2   provided externally to the press
3.3   provided externally to the public

4   Others

4.1   colleagues
4.2   line managers
4.3   members of the public
4.4   other agencies

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Suite	Fire and Rescue Sector Control Operations
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